

Illinois Bell Telephone Company (AT&T Illinois)
Service Quality and Customer Credits Report for the First Quarter of 2010
This Page Pursuant to Administrative Code Part 730 Section 115

Operator Answer Time - Toll and Assistance - Section 730.510(a)(1)

	January	February	March	Qtr Average
IL TOTAL	1.62	1.82	1.66	1.70

Operator Answer Time - Information - Section 730.510(a)(1)

	January	February	March	Qtr Average
IL TOTAL	4.43	3.63	4.18	4.08

Repair Office Answer Time - Section 730.510(b)(1)

	January	February	March	Qtr Average
IL TOTAL	73.32	32.82	16.44	39.75

Business or Customer Service Answer Time - Section 730.510(b)(1)

Customer Class	January	February	March	Qtr Average
Consumer	48.58	37.46	42.90	43.29
Business	326.90	117.77	102.79	175.80
IL TOTAL	73.73	46.39	48.56	56.66

Percent of Service Installations - Section 730.540(a)

Geographic Area	January	February	March	Qtr Average
IL Chicago Beverly	96.84%	97.75%	97.95%	97.48%
IL Chicago Loop	97.37%	97.35%	97.84%	97.51%
IL Chicago Montrose	98.53%	98.47%	98.86%	98.62%
IL Chicago Prospect	97.45%	97.63%	98.20%	97.75%
IL Chicago Ronald	98.49%	98.44%	98.26%	98.40%
IL Chicago Stewart ¹	-	-	-	-
IL East St.Louis	97.41%	96.95%	98.17%	97.52%
IL Evanston	98.44%	97.97%	97.95%	98.13%
IL Gurnee	98.46%	98.71%	98.80%	98.65%
IL Joliet ²	-	-	-	-
IL Kankakee	97.89%	97.46%	98.47%	97.95%
IL McHenry	98.68%	99.00%	98.65%	98.76%
IL Montgomery	98.69%	99.26%	98.29%	98.72%
IL Orland	97.80%	98.69%	98.06%	98.16%
IL Peoria	98.55%	99.03%	98.64%	98.73%
IL Rockford	97.94%	98.32%	98.34%	98.19%
IL Springfield ³	-	-	-	-
IL St. Charles	99.11%	98.22%	98.89%	98.81%
IL Villa Park	99.13%	98.28%	98.76%	98.76%
IL Unknown	-	-	-	-
IL TOTAL	98.15%	98.19%	98.39%	98.24%

1. Chicago Stewart Geographic Area was consolidated into Chicago Beverly and Chicago Loop areas.
2. Joliet Geographic Area was consolidated into Villa Park and Orland areas.
3. Springfield Geographic Area was consolidated into Peoria and Rockford areas.

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Percent Out of Service Lines Repaired in < 24 hours - Sec. 730.535(a)

Geographic Area	January	February	March	Qtr Average
IL Chicago Beverly	95.69%	95.83%	97.75%	96.49%
IL Chicago Loop	93.78%	95.44%	95.40%	94.86%
IL Chicago Montrose	97.77%	98.19%	98.05%	98.01%
IL Chicago Prospect	96.08%	95.72%	93.57%	94.96%
IL Chicago Ronald	95.65%	97.64%	95.41%	96.17%
IL Chicago Stewart ¹	-	-	-	-
IL East St.Louis	91.96%	96.91%	96.16%	94.83%
IL Evanston	94.91%	95.81%	93.57%	94.68%
IL Gurnee	95.78%	97.28%	96.39%	96.45%
IL Joliet ²	-	-	-	-
IL Kankakee	94.72%	97.02%	95.35%	95.60%
IL McHenry	95.51%	95.53%	92.87%	94.59%
IL Montgomery	95.48%	95.95%	97.37%	96.30%
IL Orland	93.01%	95.36%	95.69%	94.73%
IL Peoria	95.42%	98.51%	97.46%	96.99%
IL Rockford	93.21%	97.04%	96.40%	95.43%
IL Springfield ³	-	-	-	-
IL St. Charles	95.97%	98.33%	96.34%	96.79%
IL Villa Park	94.39%	94.79%	93.58%	94.22%
IL Unknown	83.33%	90.00%	72.22%	80.00%
IL TOTAL	95.00%	96.56%	95.72%	95.73%

Trouble Reports per 100 Access Lines - Section 730.545(a)

Geographic Area	January	February	March	Qtr Average
IL Chicago Beverly	2.89	2.24	3.01	2.71
IL Chicago Loop	0.78	0.64	0.85	0.76
IL Chicago Montrose	1.19	1.24	1.59	1.34
IL Chicago Prospect	2.58	3.04	3.84	3.15
IL Chicago Ronald	1.38	1.32	1.72	1.47
IL Chicago Stewart ¹	-	-	-	-
IL East St.Louis	1.85	1.41	1.62	1.63
IL Evanston	1.06	1.01	1.31	1.12
IL Gurnee	1.03	0.85	1.13	1
IL Joliet ²	-	-	-	-
IL Kankakee	1.84	1.49	2.04	1.79
IL McHenry	0.93	0.75	0.96	0.88
IL Montgomery	1.08	0.93	1.2	1.07
IL Orland	1.31	1.2	1.64	1.38
IL Peoria	1.25	0.95	1.09	1.1
IL Rockford	1.44	0.96	1.49	1.29
IL Springfield ³	-	-	-	-
IL St. Charles	0.83	0.71	0.95	0.83
IL Villa Park	1.14	1.1	1.44	1.23
IL Unknown	16.41	12.5	17.19	15.36
IL TOTAL	1.3	1.13	1.47	1.3

1. Chicago Stewart Geographic Area was consolidated into Chicago Beverly and Chicago Loop areas.
2. Joliet Geographic Area was consolidated into Villa Park and Orland areas.
3. Springfield Geographic Area was consolidated into Peoria and Rockford areas.

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Percent Repeat Trouble reports - Section 730.545(c)

Geographic Area	January	February	March	Qtr Average
IL Chicago Beverly	7.78%	8.93%	8.60%	8.40%
IL Chicago Loop	7.84%	9.79%	10.95%	9.54%
IL Chicago Montrose	6.64%	9.07%	7.84%	7.86%
IL Chicago Prospect	7.83%	8.09%	12.02%	9.60%
IL Chicago Ronald	7.28%	8.25%	8.91%	8.20%
IL Chicago Stewart ¹	-	-	-	-
IL East St.Louis	7.93%	10.96%	9.31%	9.26%
IL Evanston	7.59%	8.40%	7.98%	7.98%
IL Gurnee	6.05%	8.78%	8.00%	7.56%
IL Joliet ²	-	-	-	-
IL Kankakee	8.18%	9.10%	9.31%	8.86%
IL McHenry	8.18%	8.07%	8.97%	8.43%
IL Montgomery	6.89%	9.89%	9.26%	8.64%
IL Orland	8.80%	12.03%	10.50%	10.40%
IL Peoria	8.45%	9.62%	9.40%	9.10%
IL Rockford	8.80%	10.98%	10.49%	9.99%
IL Springfield ³	-	-	-	-
IL St. Charles	7.95%	8.33%	7.62%	7.93%
IL Villa Park	8.94%	10.28%	8.72%	9.25%
IL Unknown	8.70%	10.00%	27.78%	15.69%
IL TOTAL	7.84%	9.39%	9.35%	8.86%

Percent of Installation Trouble reports - Section 730.545(f)

Geographic Area	January	February	March	Qtr Average
IL Chicago Beverly	13.54%	12.62%	11.78%	12.68%
IL Chicago Loop	10.85%	10.58%	9.64%	10.37%
IL Chicago Montrose	10.04%	8.62%	8.92%	9.22%
IL Chicago Prospect	12.44%	13.66%	13.12%	13.04%
IL Chicago Ronald	9.00%	9.67%	9.40%	9.34%
IL Chicago Stewart ¹	-	-	-	-
IL East St.Louis	9.76%	9.96%	9.94%	9.88%
IL Evanston	8.59%	9.45%	9.60%	9.19%
IL Gurnee	8.51%	9.18%	8.45%	8.68%
IL Joliet ²	-	-	-	-
IL Kankakee	11.88%	11.59%	12.06%	11.85%
IL McHenry	7.56%	7.95%	7.15%	7.54%
IL Montgomery	9.39%	11.62%	8.59%	9.76%
IL Orland	9.00%	10.00%	8.80%	9.24%
IL Peoria	10.62%	10.17%	10.25%	10.36%
IL Rockford	12.07%	9.58%	10.66%	10.85%
IL Springfield ³	-	-	-	-
IL St. Charles	6.21%	7.18%	8.08%	7.06%
IL Villa Park	9.28%	9.60%	8.91%	9.25%
IL Unknown	-	-	-	-
IL TOTAL	9.93%	10.14%	9.72%	9.93%

1. Chicago Stewart Geographic Area was consolidated into Chicago Beverly and Chicago Loop areas.
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Missed Repair Appointments - Section 730.545(h)

Geographic Area	January	February	March	Qtr Average
IL Chicago Beverly	201	107	132	147
IL Chicago Loop	158	121	117	132
IL Chicago Montrose	99	101	91	97
IL Chicago Prospect	122	108	149	126
IL Chicago Ronald	76	64	104	81
IL Chicago Stewart ¹	0	0	0	0
IL East St.Louis	47	32	23	34
IL Evanston	84	56	65	68
IL Gurnee	34	50	42	42
IL Joliet ²	0	0	0	0
IL Kankakee	48	37	38	41
IL McHenry	25	20	37	27
IL Montgomery	23	21	28	24
IL Orland	40	48	44	44
IL Peoria	29	32	26	29
IL Rockford	41	22	26	30
IL Springfield ³	0	0	0	0
IL St. Charles	59	36	25	40
IL Villa Park	65	44	60	56
IL Unknown	0	0	0	0
IL TOTAL	1,151	899	1,007	1,019

Missed Installation Appointments - Section 730.545(d)

Geographic Area	January	February	March	Qtr Average
IL Chicago Beverly	55	35	27	39
IL Chicago Loop	31	42	33	35
IL Chicago Montrose	24	14	17	18
IL Chicago Prospect	50	35	28	38
IL Chicago Ronald	32	24	16	24
IL Chicago Stewart ¹	0	0	0	0
IL East St.Louis	29	15	17	20
IL Evanston	21	10	20	17
IL Gurnee	27	20	17	21
IL Joliet ²	0	0	0	0
IL Kankakee	23	26	10	20
IL McHenry	21	13	14	16
IL Montgomery	18	12	20	17
IL Orland	24	18	25	22
IL Peoria	17	6	11	11
IL Rockford	11	7	4	7
IL Springfield ³	0	0	0	0
IL St. Charles	27	21	25	24
IL Villa Park	15	17	17	16
IL Unknown	0	0	0	0
IL TOTAL	425	315	301	347

1. Chicago Stewart Geographic Area was consolidated into Chicago Beverly and Chicago Loop areas.
2. Joliet Geographic Area was consolidated into Villa Park and Orland areas.
3. Springfield Geographic Area was consolidated into Peoria and Rockford areas.

Illinois Bell Telephone Company (AT&T Illinois)
Service Quality and Customer Credits Report for the First Quarter of 2010

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Out of Service Over 24 Hours Credits

January 2010

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Out of Service Periods Falling Into the Following Ranges of Hours:					Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		25-48	49-72	73-96	97-120	over 120		
IL Chicago Beverly	\$536.89	77	16	7	2	1	1,046	0
IL Chicago Loop	\$450.55	84	10	4	2	4	717	0
IL Chicago Montrose	\$91.96	32	3	1	0	0	405	0
IL Chicago Prospect	\$478.32	67	4	7	2	6	562	0
IL Chicago Ronald	\$154.17	74	4	0	2	0	406	0
IL Chicago Stewart	\$0.00	0	0	0	0	0	0	0
IL East St.Louis	\$345.94	150	16	3	1	0	453	0
IL Evanston	\$193.12	57	6	1	1	1	224	0
IL Gurnee	\$173.19	61	7	0	0	1	538	0
IL Joliet	\$0.00	0	0	0	0	0	0	0
IL Kankakee	\$290.39	93	12	2	0	0	202	0
IL McHenry	\$173.70	54	11	0	0	0	160	0
IL Montgomery	\$163.70	43	6	2	0	0	108	0
IL Orland	\$389.37	130	10	2	1	2	202	0
IL Peoria	\$186.18	87	6	0	1	0	264	0
IL Rockford	\$286.69	87	11	0	2	1	269	0
IL Springfield	\$0.00	0	0	0	0	0	0	0
IL St. Charles	\$108.39	57	4	1	0	0	148	0
IL Villa Park	\$127.22	77	3	0	0	0	160	0
IL Unknown	\$0.00	0	0	0	0	0	2	0
IL TOTAL	\$4,149.78	1,230	129	30	14	16	5,866	0

NOTE: The payment of customer credits is not an indication of poor service quality. For the year to date in 2010, AT&T Illinois has met, or surpassed, every relevant service quality benchmark established by the Illinois Commerce Commission. AT&T serves nearly 3.5 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.

Illinois Bell Telephone Company (AT&T Illinois)
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Out of Service Over 24 Hours Credits

February 2010

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Out of Service Periods Falling Into the Following Ranges of Hours:					Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		25-48	49-72	73-96	97-120	over 120		
IL Chicago Beverly	\$311.45	73	14	2	0	0	383	0
IL Chicago Loop	\$200.37	55	7	3	0	0	360	0
IL Chicago Montrose	\$145.84	24	2	1	1	1	277	0
IL Chicago Prospect	\$528.34	88	12	5	3	5	759	0
IL Chicago Ronald	\$97.26	36	1	2	0	0	345	0
IL Chicago Stewart	\$0.00	0	0	0	0	0	0	0
IL East St.Louis	\$131.52	49	6	1	0	0	164	0
IL Evanston	\$94.31	46	4	1	0	0	217	0
IL Gurnee	\$158.38	33	4	1	2	0	157	0
IL Joliet	\$0.00	0	0	0	0	0	0	0
IL Kankakee	\$64.18	44	0	1	0	0	101	0
IL McHenry	\$119.43	46	3	0	1	0	88	0
IL Montgomery	\$141.13	34	4	1	0	0	58	0
IL Orland	\$199.80	85	7	1	0	1	174	0
IL Peoria	\$44.06	25	0	0	0	1	111	0
IL Rockford	\$94.11	29	3	0	0	1	61	0
IL Springfield	\$0.00	0	0	0	0	0	0	0
IL St. Charles	\$66.59	18	4	0	0	0	84	0
IL Villa Park	\$187.30	67	5	2	0	0	115	0
IL Unknown	\$0.00	0	0	0	0	0	9	0
IL TOTAL	\$2,584.07	752	76	21	7	9	3,463	0

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Out of Service Over 24 Hours Credits

March 2010

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Out of Service Periods Falling Into the Following Ranges of Hours:					Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		25-48	49-72	73-96	97-120	over 120		
IL Chicago Beverly	\$118.09	57	3	1	0	0	535	0
IL Chicago Loop	\$326.30	71	6	1	1	2	361	0
IL Chicago Montrose	\$93.84	38	3	1	1	0	273	0
IL Chicago Prospect	\$1,066.59	144	31	18	7	0	807	0
IL Chicago Ronald	\$443.44	81	12	7	1	2	435	0
IL Chicago Stewart	\$0.00	0	0	0	0	0	0	0
IL East St.Louis	\$123.01	67	5	0	0	0	169	0
IL Evanston	\$348.33	89	12	1	2	2	269	0
IL Gurnee	\$172.06	53	3	2	0	1	149	0
IL Joliet	\$0.00	0	0	0	0	0	0	0
IL Kankakee	\$483.25	77	11	9	2	0	254	0
IL McHenry	\$309.35	94	4	2	3	0	136	0
IL Montgomery	\$74.00	28	4	0	0	0	89	0
IL Orland	\$333.29	109	10	3	0	1	269	0
IL Peoria	\$161.96	45	5	1	1	0	114	0
IL Rockford	\$256.70	55	6	0	3	0	100	0
IL Springfield	\$0.00	0	0	0	0	0	0	0
IL St. Charles	\$121.58	52	5	0	1	0	125	0
IL Villa Park	\$319.51	90	8	1	1	1	271	0
IL Unknown	\$0.42	1	0	0	0	0	0	0
IL TOTAL	\$4,751.72	1,151	128	47	23	9	4,356	0

NOTE: The payment of customer credits is not an indication of poor service quality. For the year to date in 2010, AT&T Illinois has met, or surpassed, every relevant service quality benchmark established by the Illinois Commerce Commission. AT&T serves nearly 3.5 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.

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Delayed Instalation Credits

January 2010

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Delayed Installation Periods Falling Into the Following Ranges of Days:			Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		6-10	11	over 11		
IL Chicago Beverly	\$2,309.23	46	1	1	258	0
IL Chicago Loop	\$4,256.33	27	1	5	212	0
IL Chicago Montrose	\$423.23	11	0	1	172	0
IL Chicago Prospect	\$11,572.65	18	1	2	209	0
IL Chicago Ronald	\$300.00	6	0	0	101	0
IL Chicago Stewart	\$0.00	0	0	0	0	0
IL East St.Louis	\$1,372.13	5	1	4	44	0
IL Evanston	\$742.35	1	0	2	89	0
IL Gurnee	\$2,577.28	6	0	3	86	0
IL Joliet	\$0.00	0	0	0	0	0
IL Kankakee	\$756.63	7	0	2	63	0
IL McHenry	\$606.61	5	0	3	63	0
IL Montgomery	\$160.30	4	0	1	42	0
IL Orland	\$950.00	3	0	1	77	0
IL Peoria	\$1,986.05	5	2	2	43	0
IL Rockford	\$343.63	4	0	1	46	0
IL Springfield	\$0.00	0	0	0	0	0
IL St. Charles	\$256.86	4	0	0	67	0
IL Villa Park	\$50.00	1	0	0	51	0
IL Unknown	\$0.00	0	0	0	0	0
IL TOTAL	\$28,663.28	153	6	28	1,623	0

NOTE: The payment of customer credits is not an indication of poor service quality. For the year to date in 2010, AT&T Illinois has met, or surpassed, every relevant service quality benchmark established by the Illinois Commerce Commission. AT&T serves nearly 3.5 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.

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Delayed Instalation Credits

February 2010

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Delayed Installation Periods Falling Into the Following Ranges of Days:			Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		6-10	11	over 11		
IL Chicago Beverly	\$250.00	5	0	0	86	0
IL Chicago Loop	\$491.78	4	0	1	108	0
IL Chicago Montrose	\$50.00	1	0	0	99	0
IL Chicago Prospect	\$782.40	8	1	2	95	0
IL Chicago Ronald	\$125.00	4	0	0	64	0
IL Chicago Stewart	\$0.00	0	0	0	0	0
IL East St.Louis	\$869.71	4	1	1	44	0
IL Evanston	\$161.53	4	0	0	61	0
IL Gurnee	\$1,439.11	3	0	2	54	0
IL Joliet	\$0.00	0	0	0	0	0
IL Kankakee	\$1,121.20	6	0	3	49	0
IL McHenry	\$2,605.00	3	0	1	51	0
IL Montgomery	\$581.20	5	0	2	28	0
IL Orland	\$701.41	4	0	2	47	0
IL Peoria	\$3,849.39	1	0	1	50	0
IL Rockford	\$0.00	0	0	0	36	0
IL Springfield	\$191.18	4	0	0	(4)	0
IL St. Charles	\$830.00	1	0	1	62	0
IL Villa Park	\$0.00	0	0	0	54	0
IL Unknown	\$0.00	0	0	0	0	0
IL TOTAL	\$14,048.91	57	2	16	984	0

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Delayed Instalation Credits

March 2010

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Delayed Installation Periods Falling Into the Following Ranges of Days:			Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		6-10	11	over 11		
IL Chicago Beverly	\$226.18	5	0	0	91	0
IL Chicago Loop	\$453.55	5	0	2	122	0
IL Chicago Montrose	\$0.00	1	0	0	110	0
IL Chicago Prospect	\$338.28	7	0	0	89	0
IL Chicago Ronald	\$100.00	2	0	0	60	0
IL Chicago Stewart	\$0.00	0	0	0	0	0
IL East St.Louis	\$536.20	1	0	2	36	0
IL Evanston	\$787.28	2	0	1	49	0
IL Gurnee	\$111.11	3	0	0	62	0
IL Joliet	\$0.00	0	0	0	0	0
IL Kankakee	\$632.35	8	0	1	47	0
IL McHenry	\$50.00	1	0	0	35	0
IL Montgomery	\$67.43	2	0	0	37	0
IL Orland	\$67.43	3	0	0	68	0
IL Peoria	\$325.00	4	0	0	40	0
IL Rockford	\$68.10	2	0	0	24	0
IL Springfield	\$0.00	0	0	0	0	0
IL St. Charles	\$100.00	3	0	0	55	0
IL Villa Park	\$0.00	1	0	0	40	0
IL Unknown	\$0.00	0	0	0	0	0
IL TOTAL	\$3,862.91	50	0	6	965	0

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Missed Appointment Credits

January 2010

Geographic Area	Dollar Amount of Credits Given	Number of Customers Receiving Credits	Number of exemptions claimed for each of the categories identified in Section 732.30(e)
IL Chicago Beverly	\$12,800.00	255	0
IL Chicago Loop	\$9,450.00	189	0
IL Chicago Montrose	\$6,150.00	123	0
IL Chicago Prospect	\$8,600.00	171	0
IL Chicago Ronald	\$5,400.00	107	0
IL Chicago Stewart	\$0.00	0	0
IL East St.Louis	\$3,800.00	76	0
IL Evanston	\$5,250.00	105	0
IL Gurnee	\$3,050.00	60	0
IL Joliet	\$0.00	0	0
IL Kankakee	\$3,550.00	70	0
IL McHenry	\$2,300.00	44	0
IL Montgomery	\$2,050.00	41	0
IL Orland	\$3,200.00	63	0
IL Peoria	\$2,300.00	45	0
IL Rockford	\$2,600.00	52	0
IL Springfield	\$0.00	0	0
IL St. Charles	\$4,300.00	85	0
IL Villa Park	\$4,000.00	78	0
IL Unknown	\$0.00	0	0
IL TOTAL	\$78,800.00	1,564	0

NOTE: The payment of customer credits is not an indication of poor service quality. For the year to date in 2010, AT&T Illinois has met, or surpassed, every relevant service quality benchmark established by the Illinois Commerce Commission. AT&T serves nearly 3.5 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.

Illinois Bell Telephone Company (AT&T Illinois)
Service Quality and Customer Credits Report for the First Quarter of 2010
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Missed Appointment Credits

February 2010

Geographic Area	Dollar Amount of Credits Given	Number of Customers Receiving Credits	Number of exemptions claimed for each of the categories identified in Section 732.30(e)
IL Chicago Beverly	\$7,100.00	142	0
IL Chicago Loop	\$8,150.00	161	0
IL Chicago Montrose	\$5,750.00	115	0
IL Chicago Prospect	\$7,150.00	141	0
IL Chicago Ronald	\$4,400.00	87	0
IL Chicago Stewart	\$0.00	0	0
IL East St.Louis	\$2,350.00	47	0
IL Evanston	\$3,300.00	66	0
IL Gurnee	\$3,500.00	70	0
IL Joliet	\$0.00	0	0
IL Kankakee	\$3,150.00	62	0
IL McHenry	\$1,650.00	33	0
IL Montgomery	\$1,650.00	33	0
IL Orland	\$3,300.00	66	0
IL Peoria	\$1,900.00	37	0
IL Rockford	\$1,450.00	29	0
IL Springfield	\$0.00	0	0
IL St. Charles	\$2,850.00	56	0
IL Villa Park	\$3,050.00	61	0
IL Unknown	\$0.00	0	0
IL TOTAL	\$60,700.00	1,206	0

NOTE: The payment of customer credits is not an indication of poor service quality. For the year to date in 2010, AT&T Illinois has met, or surpassed, every relevant service quality benchmark established by the Illinois Commerce Commission. AT&T serves nearly 3.5 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.

Illinois Bell Telephone Company (AT&T Illinois)
Service Quality and Customer Credits Report for the First Quarter of 2010
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Missed Appointment Credits

March 2010

Geographic Area	Dollar Amount of Credits Given	Number of Customers Receiving Credits	Number of exemptions claimed for each of the categories identified in Section 732.30(e)
IL Chicago Beverly	\$7,950.00	158	0
IL Chicago Loop	\$7,500.00	146	0
IL Chicago Montrose	\$5,400.00	107	0
IL Chicago Prospect	\$8,850.00	176	0
IL Chicago Ronald	\$6,000.00	120	0
IL Chicago Stewart	\$0.00	0	0
IL East St.Louis	\$2,000.00	38	0
IL Evanston	\$4,250.00	85	0
IL Gurnee	\$2,950.00	59	0
IL Joliet	\$0.00	0	0
IL Kankakee	\$2,400.00	48	0
IL McHenry	\$2,550.00	50	0
IL Montgomery	\$2,400.00	46	0
IL Orland	\$3,450.00	69	0
IL Peoria	\$1,850.00	37	0
IL Rockford	\$1,500.00	30	0
IL Springfield	\$0.00	0	0
IL St. Charles	\$2,500.00	50	0
IL Villa Park	\$3,850.00	77	0
IL Unknown	\$0.00	0	0
IL TOTAL	\$65,400.00	1,296	0

NOTE: The payment of customer credits is not an indication of poor service quality. For the year to date in 2010, AT&T Illinois has met, or surpassed, every relevant service quality benchmark established by the Illinois Commerce Commission. AT&T serves nearly 3.5 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.